



Non-Emergency Transportation (NET) COVID-19 Member Guidance

Updated July 15, 2022

Is NET still available for my appointments during the pandemic?

Yes, NET is still offering rides to MaineCare members for MaineCare-covered services.

Do I need to wear a mask if I use NET services?

No, but it is strongly recommended that you wear a mask because physical distancing is difficult to maintain.

Will my driver have to wear a mask?

No, but they are strongly encouraged to wear masks.

Will the driver provide me with a mask for my ride?

Drivers are not obligated to provide masks to riders, though some drivers may have disposable masks available. MaineCare members should have their own masks. You can find more information about masks on the [Centers for Disease Control and Prevention \(CDC\) webpage](#).

If I need to get vaccinated for COVID-19, will I be able to take NET?

Yes. You can find more information about how to get vaccinated at the [Maine COVID-19 Vaccination webpage](#). Please call to schedule a ride at least 48 hours before your appointment.

If I need to get tested or treated for COVID-19, will I be able to use NET?

We recommend that all MaineCare members follow the [U.S. CDC guidance on what to do if you think you are sick with COVID-19](#). If you feel sick, believe you have been in close contact to someone with COVID-19, or otherwise need a test, please call your health care provider before going to your primary care practice or any other health care facility. See the [list of COVID-19 symptoms](#). NET can then arrange for your transport to a testing site. **When you call your [local NET broker](#) to schedule your ride, please tell them the reason for your trip and that you might have COVID-19** so they can safely arrange your ride. If you require emergency care, call 911.

You can search for testing sites near you on the [COVID-19 Testing in Maine webpage](#).

Through at least September 30, 2022, NET rides will not be available to COVID-19 testing sites that do not require insurance because those tests are covered by a different funding source and not by MaineCare. NET rides will also not be available to any testing sites that require patients to pay up front and submit a reimbursement to their health insurance.

If you are unsure if you can get a ride through NET to your preferred testing site, you can check with your [local NET broker](#) or call MaineCare Member Services (1-800-977-6740).

Can a volunteer driver drive me for a COVID-19 test and get mileage reimbursement?

A volunteer driver, such as a friend, family member, or neighbor, may drive you to get a COVID-19 test if the test is a pre-surgical requirement **and** if you have no COVID-19 symptoms or known exposure to anyone with COVID-19 symptoms.

For a ride to a COVID-19 related service other than required pre-surgical testing, a volunteer driver may drive you **only** if that driver lives in your household.

As a reminder, volunteer drivers must contact the NET broker two days before giving you the ride if they will be seeking mileage reimbursement.

If I have COVID-19, symptoms of COVID-19, or if I have been in close contact with someone who has COVID-19, but I need to go to an essential medical appointment like dialysis or an infusion, will I be able to use NET?

Before requesting a ride, call your health care provider to explore whether any in-home services may be an appropriate alternative to visiting a health care facility. If there are no in-home options, NET will arrange for your transport. **When you call your [local NET broker](#) to schedule your ride, please tell them that you have COVID-19 or have been exposed** so they can safely arrange your ride and take extra precautions.

If I use NET services, will I have to share the vehicle with other people?

When possible, brokers are encouraged to schedule individual rides if there are enough drivers available, or to use vehicles that are large enough to allow for social distancing.

How have NET brokers and drivers prepared for COVID-19?

Brokers have implemented cleaning protocols for drivers to keep vehicles sanitized. Drivers are encouraged to have the windows open when weather permits to improve air circulation and decrease the general risk of COVID-19 transmission.

If there is a driver shortage, will NET have to prioritize some trips over others?

The Department is making plans in case there are not enough drivers to meet the demand for rides. When able, we encourage the use of mileage reimbursement for volunteer drivers. The volunteer driver must call the broker at least two days before giving you a ride if they want to get reimbursed.

What if I have an urgent appointment and need a ride?

If it is an urgent appointment and you cannot call two business days ahead of time, you can still get a ride. The broker will verify the trip is urgent with your medical provider.